

# **SiteManager** **Training Manual**



Module A  
Chapter 2

**Contract Administration**  
**Contract Records**  
**Disputes and Claims**

Section A-1-2-14

## **Entering Disputes and Claims**

Student's Version

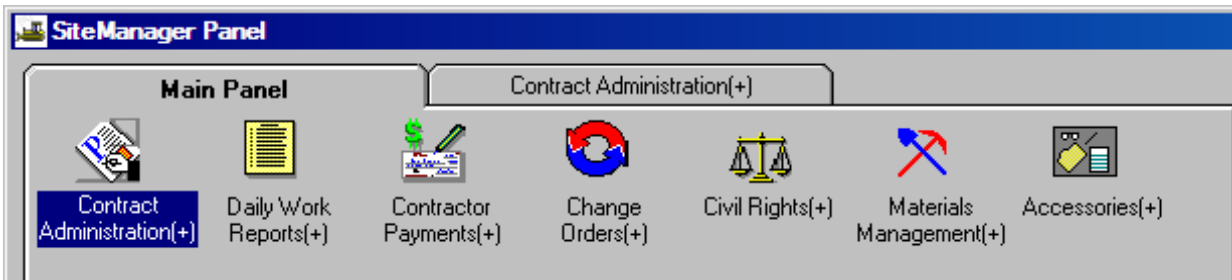
Indiana Department of Transportation  
December 2007, Version 3.7b

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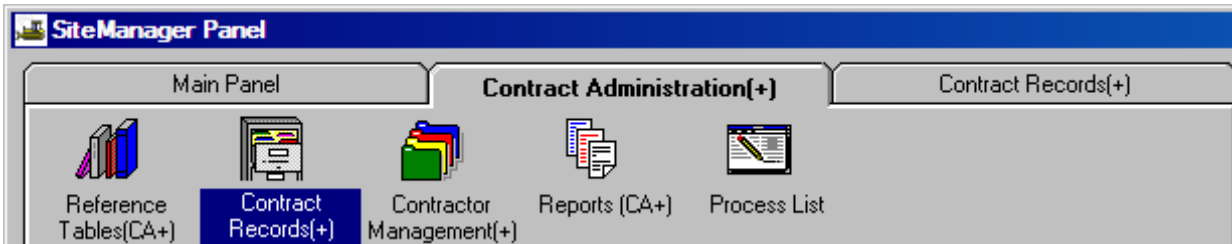


## DISPUTES AND CLAIMS

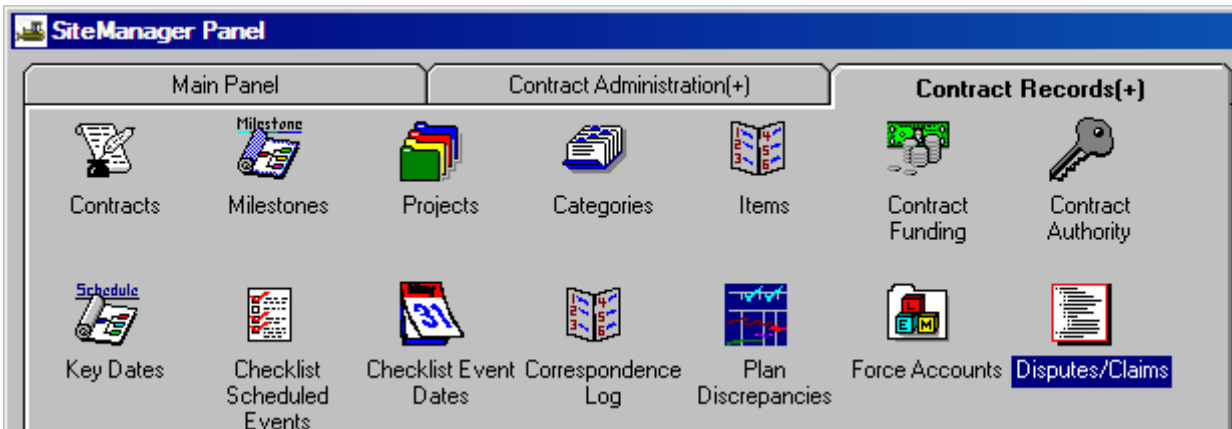
This section deals with claims and disputes the Prime Contractor has with INDOT. Once you are made aware of a **Dispute/Claim** complete the following data entry. This is done to insure that INDOT can resolve the problem early and that a complete record of the resolution is maintained.



From the Main Panel, “double-click” on the **Contract Administration (+)** icon.



“Double-click” on the **Contract Records (+)** icon.



“Double-click” on the **Disputes/Claims** icon.

**AASHTO SiteManager**

File Edit Services Window Help

**Disputes/Claims**

Choose Keys Ctrl+Alt+K

Generic Fields Ctrl+Alt+G

Process Status

View Estimate Ctrl+Shift+V

View Line Item Ctrl+Shift+L

View Plan Discrepancies Ctrl+Shift+P

View Change Order Ctrl+Shift+C

View Correspondence Log Ctrl+Shift+D

Requested Amt: \$00 Settled Days: Requested Days: Settled Amt: \$00

Received Date: 00/00/00 Logged Date: 09/20/06 Diary Start Date: 00/00/00

Diary End Date: 00/00/00 Contractor Accepted Date: 00/00/00 Dept. Resolved Date: 00/00/00

Resolution Reason Type: Spaces FHWA Concurrence Date: 00/00/00 Release/Payment Date: 00/00/00

Remarks:

Project Number	Line Item	Item Code	Short Description	Seq Nbr
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“Click” on **Services**, located on the Menu bar.

“Click” on **Choose Keys**.

**Select Contract**

Selection

Contract ID

Find :

Contract ID

Contract ID	Vendor ID	Fed State Proj Nbr	Status	County	Lvl 2	Lvl 3	Lvl 4	Loca
R-90001	99-9999999	STP 3387005	ACTV	C087	660			ON SR 261 AT QA
R-90002	99-9999998	STP 3387005	ACTV	C087	660			ON SR 261 AT QA
R-90003	99-9999977	STP 3387005	ACTV	C087	660			ON SR 261 AT QA
R-90004	99-9999966	STP 3387005	ACTV	C087	660			ON SR 261 AT QA
R-90005	99-9999955	STP 3387005	PEND	C087	660			ON SR 261 AT QA
R-90006	99-9999999	STP 3387005	ACTV	C087	660			ON SR 261 AT QA

OK Cancel

The **Select Contract Panel** will open with the following information:

- **Contract ID:** the **Contract ID** is the identification number assigned to the contract.
- **Vendor ID:** the **Vendor ID** is the INDOT assigned number identifying the Prime Contractor.

- **Fed State Proj Nbr:** the **Fed State Proj Nbr** is the assigned Federal or State Project Number.
- **Status:** the **Status** field indicates the current status of the contract, i.e. Pending, Active, Complete, Archived.

Contract ID

Find :

Contract ID

Contract ID	Vendor ID	Fed State Proj Nbr	Status	County	Lvl 2	Lvl 3	Lvl 4	Location Description 1
R-90001	99-9999999	STP 3387005	ACTV	C087	660			ON SR 261 AT OA
R-90002	99-9999988	STP 3387005	ACTV	C087	660			ON SR 261 AT OA
R-90003	99-9999977	STP 3387005	ACTV	C087	660			ON SR 261 AT OA
R-90004	99-9999966	STP 3387005	ACTV	C087	660			ON SR 261 AT OA
R-90005	99-9999955	STP 3387005	ACTV	C087	660			ON SR 261 AT OA

- **County:** the **County** field contains a letter and number code identifying the county where the majority of the work is located.
- **Lvl 2:** the **Lvl 2** column indicates the District office administering the contract.
- **Lvl 3:** the **Lvl 3** column is not utilized by INDOT.
- **Lvl 4:** the **Lvl 4** column is not utilized by INDOT.
- **Location Description 1:** the **Location Description 1** column is the description of the physical limits of the contract.

“Double-click” on the appropriate **Contract ID**.

AASHTO SiteManager

File Edit Services Window Help

Disputes / Claims

Description Recipients Related Records

Contract ID: R-90004

Dispute ID: Type Ind: Status: Subcontr ID:

Category Type: Estimate Nbr: Requested Days:

Requested Amt: \$0.00 Settled Days: Settled Amt: \$0.00

Received Date: 00/00/00 Logged Date: 11/08/07 Diary Start Date: 00/00/00

Diary End Date: 00/00/00 Contractor Accepted Date: 00/00/00 Dept. Resolved Date: 00/00/00

Resolution Reason Type: Spaces Release/Payment Date: 00/00/00

Remarks:

Project Number	Line Item	Item Code	Short Description	Seq Nbr
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The **Claims/Disputes** Window appears with 3 Tabs **Description**, **Recipients**, and **Related Documents**

**Dispute ID:** The **Dispute ID** is a sequential number assigned by SiteManager after saving the Dispute/Claim.

## Description Tab

The screenshot shows the 'Disputes / Claims' form in the 'Description' tab. The 'Contract ID' is 'R-90004'. The 'Dispute ID' is empty. The 'Type Ind.' dropdown is set to 'Claim'. The 'Status' dropdown is empty. The 'Subcontr ID' is empty. The 'Category Type' is empty. The 'Estimate Nbr' is empty. The 'Requested Days' is empty. The 'Requested Amt' is '\$.00'. The 'Settled Days' is empty. The 'Settled Amt' is '\$.00'. The 'Received Date' is '00/00/00'. The 'Logged Date' is '11/08/07'. The 'Diary Start Date' is '00/00/00'. The 'Diary End Date' is '00/00/00'. The 'Contractor Accepted Date' is '00/00/00'. The 'Dept. Resolved Date' is '00/00/00'. The 'FHWA Concurrence Date' is '00/00/00'. The 'Release/Payment Date' is '00/00/00'. The 'Resolution Reason Type' is 'Spaces'. The 'Remarks' field is empty. Below the form is a table with columns: Project Number, Line Item, Item Code, Short Description, and Seq Nbr.

**Type Ind.:** Select **Type Indicated** to be recorded as a **claim** or as a **dispute**.

The screenshot shows the 'Disputes / Claims' form in the 'Description' tab. The 'Contract ID' is 'R-90004'. The 'Dispute ID' is empty. The 'Type Ind.' dropdown is set to 'Claim'. The 'Status' dropdown is open, showing options: Denied, Logged, Received, and Resolved. The 'Subcontr ID' is empty. The 'Category Type' is empty. The 'Estimate Nbr' is empty. The 'Requested Days' is empty. The 'Requested Amt' is '\$.00'. The 'Settled Days' is empty. The 'Settled Amt' is '\$.00'. The 'Received Date' is '00/00/00'. The 'Logged Date' is '11/08/07'. The 'Diary Start Date' is '00/00/00'. The 'Diary End Date' is '00/00/00'. The 'Contractor Accepted Date' is '00/00/00'. The 'Dept. Resolved Date' is '00/00/00'. The 'FHWA Concurrence Date' is '00/00/00'. The 'Release/Payment Date' is '00/00/00'. The 'Resolution Reason Type' is 'Spaces'. The 'Remarks' field is empty. Below the form is a table with columns: Project Number, Line Item, Item Code, Short Description, and Seq Nbr.

**Status:** Use this field to record the current status of the claim/dispute.  
Record as either **Denied**, **Logged**, **Received**, **Resolved**, or **Withdrawn**.

The screenshot shows the 'Disputes / Claims' form in AASHTO SiteManager. The 'Contract ID' is R-90004. The 'Dispute ID' is blank, and 'Type Ind' is set to 'Dispute'. The 'Status' is set to 'Logged'. The 'Subcontr ID' is 'ODD SHAPE CONCRETE'. The 'Requested Days' is 99-9999644, and the 'Settled Amt' is 99-9999655. The 'Received Date' is 00/00/00, and the 'Diary End Date' is 00/00/00. The 'Contractor Accepted Date' is 00/00/00, and the 'FHWA Concurrence Date' is 00/00/00. The 'Release/Payment Date' is 00/00/00. The 'Reason Type' is 'Spaces'. The 'Remarks' field is empty.

Project Number	Line Item	Item Code	Short Description	Seq Nbr

**Subcontr ID:** A drop down list appears for the Contractor and Subcontractors for the Contract.

The screenshot shows the 'Disputes / Claims' form in AASHTO SiteManager. The 'Contract ID' is R-90004. The 'Dispute ID' is blank, and 'Type Ind' is set to 'Dispute'. The 'Status' is set to 'Logged'. The 'Subcontr ID' is 'ODD SHAPE CONCRETE'. The 'Requested Days' is 99-9999644, and the 'Settled Amt' is 99-9999655. The 'Received Date' is 00/00/00, and the 'Diary End Date' is 00/00/00. The 'Contractor Accepted Date' is 00/00/00, and the 'FHWA Concurrence Date' is 00/00/00. The 'Release/Payment Date' is 00/00/00. The 'Reason Type' is 'Utility'. The 'Remarks' field is empty.

Project Number	Line Item	Item Code	Short Description	Seq Nbr

**Category Type:** Use this field to record the contractor's reason for the claim/dispute.  
Record as **Differing Site Conditions**, **INDOT Delay**, **Materials**, **Out of Scope**, **Time**, or **Utility**.

**AASHTO SiteManager**

File Edit Services Window Help

**Disputes / Claims**

Description Recipients Related Records

Contract ID: R-90004

Dispute ID: Type Ind: Status: Subcontr ID: ODD SHAPE CONCRETE

Category Type: Utility Estimate Nbr: 0002 Requested Days: Settled Days: Settled Amt: \$00

Requested Amt: \$00 Received Date: 00/00/00 Logged Date: 11/08/07 Diary Start Date: 00/00/00

Diary End Date: 00/00/00 Contractor Accepted Date: 00/00/00 Dept. Resolved Date: 00/00/00

Resolution Reason Type: Spaces FHWA Concurrence Date: 00/00/00 Release/Payment Date: 00/00/00

Remarks:

Project Number	Line Item	Item Code	Short Description	Seq Nbr
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**Estimate Nbr:** A search box opens up with a listing of the estimates associated to the Contract. Select the appropriate **Estimate Nbr** if applicable.

**AASHTO SiteManager**

File Edit Services Window Help

**Disputes / Claims**

Description Recipients Related Records

Contract ID: R-90004

Dispute ID: Type Ind: Status: Subcontr ID: ODD SHAPE CONCRETE

Category Type: Utility Estimate Nbr: 0002 Requested Days: 3 Settled Days: Settled Amt: \$00

Requested Amt: \$4,000.00 Received Date: 00/00/00 Logged Date: 11/08/07 Diary Start Date: 00/00/00

Diary End Date: 00/00/00 Contractor Accepted Date: 00/00/00 Dept. Resolved Date: 00/00/00

Resolution Reason Type: Spaces FHWA Concurrence Date: 00/00/00 Release/Payment Date: 00/00/00

Remarks:

Project Number	Line Item	Item Code	Short Description	Seq Nbr
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“Enter” the **Requested Days, Requested Amt, Settled Days, Settled Amt** as needed.

**AASHTO SiteManager**

File Edit Services Window Help

**Disputes / Claims**

Description Recipients Related Records

Contract ID: R-90004

Dispute ID:	Type Ind:	Status:	Subcontr ID: ODD SHAPE CONCRETE
Category Type: Utility	Estimate Nbr: 0002	Requested Days: 3	Settled Amt: \$0.00
Requested Amt: \$4,000.00	Settled Days:	Diary Start Date: 00/00/00	Dept. Resolved Date: 00/00/00
Received Date: 11/08/07	Logged Date: 11/08/07	Release/Payment Date: 00/00/00	
Diary End Date: 00/00/00	Contractor Accepted Date: 00/00/00		
	FHWA Concurrence Date: 00/00/00		

Resolution Reason Type: Spaces

Remarks:

Project Number	Line Item	Item Code	Short Description	Seq Nbr
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**Received Date:** Is the date that the Dispute/Claim was received.

**Logged Date:** Automatically populated by SiteManager and is the date that the Dispute/Claim was entered into the system.

**AASHTO SiteManager**

File Edit Services Window Help

**Disputes / Claims**

Description Recipients Related Records

Contract ID: R-90004

Dispute ID:	Type Ind:	Status:	Subcontr ID: ODD SHAPE CONCRETE
Category Type: Utility	Estimate Nbr: 0002	Requested Days: 3	Settled Amt: \$0.00
Requested Amt: \$4,000.00	Settled Days:	Diary Start Date: 10/29/07	Dept. Resolved Date: 00/00/00
Received Date: 11/08/07	Logged Date: 11/08/07	Release/Payment Date: 00/00/00	
Diary End Date: 11/08/07	Contractor Accepted Date: 00/00/00		
	FHWA Concurrence Date: 00/00/00		

Resolution Reason Type: Spaces

Remarks:

Project Number	Line Item	Item Code	Short Description	Seq Nbr
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**Diary Start Date:** Is the date that the Dispute/Claim began. “Enter” in the appropriate date.

**Diary End Date:** is the date that the Dispute/Claim ended. “Enter” in the appropriate date.

The screenshot shows the 'Disputes / Claims' form in the AASHTO SiteManager application. The form is divided into several sections. At the top, there are tabs for 'Description', 'Recipients', and 'Related Records'. Below these, the 'Contract ID' is set to 'R-90004'. The main form area contains various fields for dispute details: 'Dispute ID' (empty), 'Type Ind' (dropdown), 'Status' (dropdown), 'Subcontr ID' (set to 'ODD SHAPE CONCRETE'), 'Category Type' (set to 'Utility'), 'Estimate Nbr' (set to '0002'), 'Requested Days' (set to '3'), 'Requested Amt' (set to '\$4,000.00'), 'Settled Days' (empty), 'Settled Amt' (set to '\$.00'), 'Received Date' (set to '11/08/07'), 'Logged Date' (set to '11/08/07'), 'Diary Start Date' (set to '10/29/07'), 'Diary End Date' (set to '11/08/07'), 'Contractor Accepted Date' (set to '00/00/00'), 'Dept. Resolved Date' (set to '00/00/00'), 'FHWA Concurrence Date' (set to '00/00/00'), 'Release/Payment Date' (set to '00/00/00'), 'Resolution Reason Type' (set to 'Spaces'), and a 'Remarks' text area. At the bottom, there is a table with columns: 'Project Number', 'Line Item', 'Item Code', 'Short Description', and 'Seq Nbr'.

**Contractor Accepted Date:** Is the date that the Contractor accepted the resolution to the Dispute/Claim.

**Dept. Resolved Date:** Is the date that INDOT resolved the Dispute/Claim.

**FHWA Concurrence Date:** Is the date the FHWA agreed with the resolution to the Dispute/Claim.

**Release/Payment Date:** Is the date when the Dispute/Claim has been completely resolved.

**AASHTO SiteManager**

File Edit Services Window Help

**Disputes / Claims**

Description Recipients Related Records

Contract ID: R-90004

Dispute ID: Type Ind: Status: Subcontr ID: ODD SHAPE CONCRETE

Category Type: Utility Estimate Nbr: 0002 Requested Days: 3

Requested Amt: \$4,000.00 Settled Days: Settled Amt: \$0.00

Received Date: 11/08/07 Logged Date: 11/08/07 Diary Start Date: 10/29/07

Diary End Date: 11/08/07 Contractor Accepted Date: 00/00/00 Dept. Resolved Date: 00/00/00

FHWA Concurrence Date: 00/00/00 Release/Payment Date: 00/00/00

Resolution Reason Type: Resolved at District Level

Remarks: Other  
Resolved at Central Office  
Resolved at District Level  
Resolved at Project Level  
Resolved by Claims Committee

Project Number

**Resolution Reason Type:** The **Resolution Reason Type** is the level that the Dispute/Claim was resolved at. The selections are: **Resolved at Central Office**, **Resolved at District Level**, **Resolved at Project Level**, and **Resolved by Claims Committee**.

**AASHTO SiteManager**

File Edit Services Window Help

**Disputes / Claims**

Description Recipients Related Records

Contract ID: R-90004

Dispute ID: Type Ind: Claim Status: Received Subcontr ID: ODD SHAPE CONCRETE

Category Type: Utility Estimate Nbr: 0002 Requested Days: 3

Requested Amt: \$4,000.00 Settled Days: Settled Amt: \$0.00

Received Date: 11/08/07 Logged Date: 11/09/07 Diary Start Date: 10/29/07

Diary End Date: 11/08/07 Contractor Accepted Date: 00/00/00 Dept. Resolved Date: 00/00/00


FHWA Concurrence Date: 00/00/00 Release/Payment Date: 00/00/00

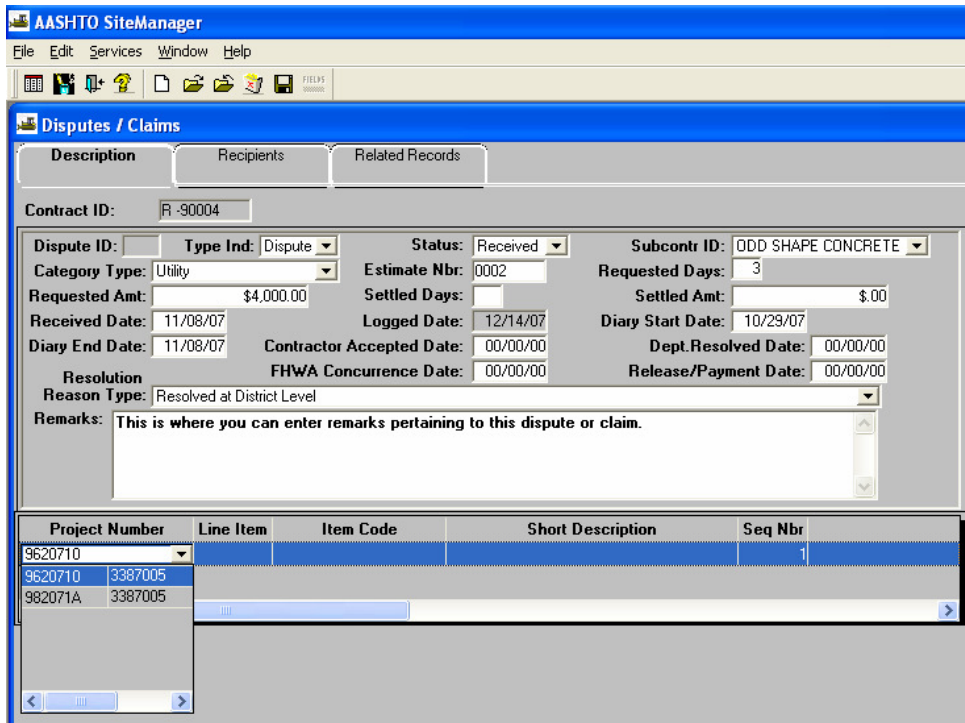
Resolution Reason Type: Resolved at District Level

Remarks: This is where you can enter in any remarks that pertain to this Dispute/Claim

Project Number	Line Item	Item Code	Short Description	Seq Nbr

**Remarks:** "Enter" in any **remarks** that pertain to the Dispute/Claim.

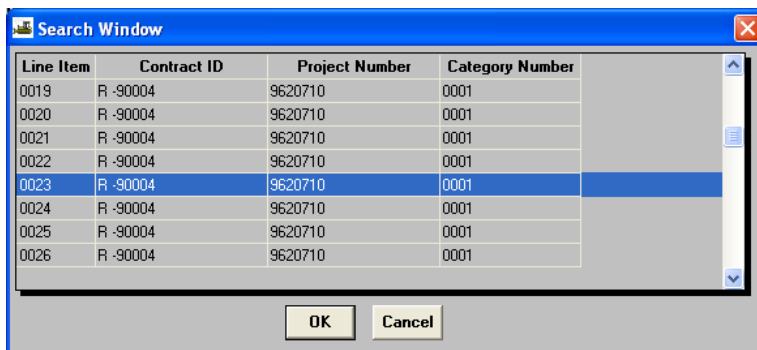
If this **Dispute/Claim** pertains to a specific item or items that information can be entered into the lower panel by clicking in the bottom paned and the selecting **New**  from the toolbar.




Project Number	Line Item	Item Code	Short Description	Seq Nbr
9620710				1
9620710	3387005			
982071A	3387005			

“Select” the appropriate **Project Number** from the dropdown list.

“Right-click” on the **Line Item** field and then “click” on **Search**.



Line Item	Contract ID	Project Number	Category Number
0019	R-90004	9620710	0001
0020	R-90004	9620710	0001
0021	R-90004	9620710	0001
0022	R-90004	9620710	0001
0023	R-90004	9620710	0001
0024	R-90004	9620710	0001
0025	R-90004	9620710	0001
0026	R-90004	9620710	0001

“Click” on the appropriate **Line Item** number. If additional items are to be selected “click” on **New**  and repeat this process.

“Click” the **Save**  button on the toolbar.

“Click” on the **Recipients** folder tab.

## Recipients Tab

**AASHTO SiteManager**

File Edit Services Window Help

**Disputes / Claims**

Description **Recipients** Related Records

Contract ID: R-90004 Dispute ID: 1

Recipient	Due Date	Doc Sent Date	Doc Received Date	Recipient Response Date
	00/00/00	00/00/00	00/00/00	00/00/00

Search  
Filter Search  
Filter  
Find  
Sort  
Show Filter / Sort

Recipient:  Doc Sent Date: 00/00/00  
Remarks:  Recipient Response Date: 00/00/00

**Recipient:** “Right-Click” on the **Recipient** field and select the SiteManager use who is to receive this Dispute/Claim.

**Search Window**

User Id	User Name
d90bland	Land, Butch
d90ccret	Crete, Conrad
d90clink	Link, Cuff
d90ffarm	Farmer, Frank
d90ggali	Galileo, GiGi
d90happy	happy gilmore
d90hchie	Chief, Hank R.
d90hfly	Fly, Hyrum D.
d90hston	Stone, Hurley

OK Cancel

“Click” on the appropriate recipient.

**AASHTO SiteManager**

File Edit Services Window Help

**Disputes / Claims**

Description Recipients Related Records

Contract ID: R-90004 Dispute ID: 1

Recipient	Due Date	Doc Sent Date	Doc Received Date	Recipient Response Date
d90ffarm	00/00/00	00/00/00	00/00/00	00/00/00

Recipient: d90ffarm Due Date: 11/10/07  
 Doc Sent Date: 00/00/00 Doc Received Date: 00/00/00 Recipient Response Date: 00/00/00  
 Remarks:

**Due Date:** “Enter” the date that a response to this Dispute/Claim is needed by.

**AASHTO SiteManager**

File Edit Services Window Help

**Disputes / Claims**

Description Recipients Related Records

Contract ID: R-90004 Dispute ID: 1

Recipient	Due Date	Doc Sent Date	Doc Received Date	Recipient Response Date
d90ffarm	11/10/07	11/09/07	11/09/07	00/00/00

Recipient: d90ffarm Due Date: 11/10/07  
 Doc Sent Date: 11/09/07 Doc Received Date: 11/09/07 Recipient Response Date: 11/09/07  
 Remarks: This is remarks could be placed by the recipient.

**Doc Sent Date:** “Enter” the date that the original document was sent to the Recipient.

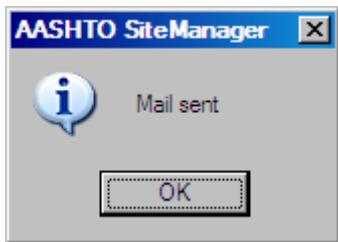
**Doc Received Date:** “Enter” in the date the document was received by the Recipient.

**Recipient Response Date:** “Enter” in the date that the Recipient responded to the

**Remarks:** “Enter” any **Remarks** that pertain to the Dispute/Claim.

To add additional recipients: “Click” the **New**  button on the tool bar to open the field for a new recipient and repeat the above steps.

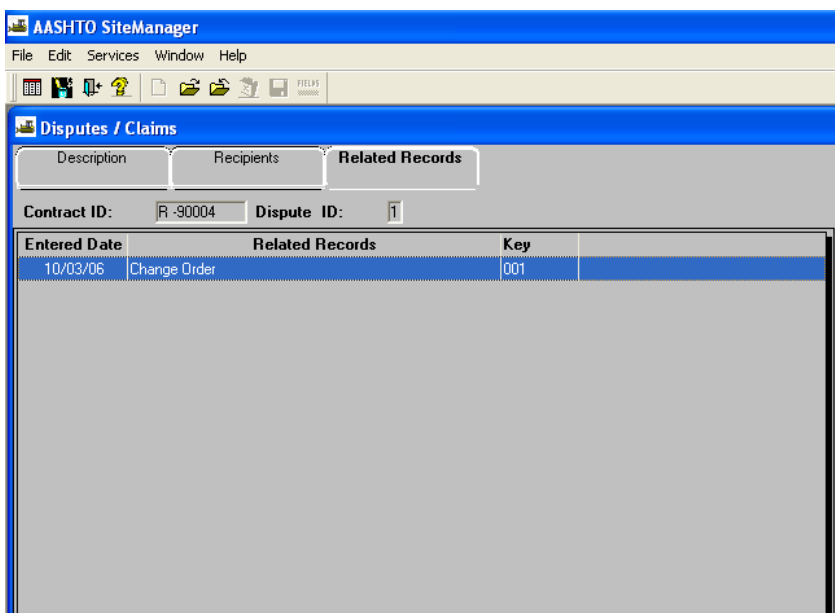
“Click” the **Save**  button on the toolbar.



Claim/Dispute notification will be sent to all listed Recipients via Site Manager “**In-Box**” mail.

“Click” **OK**.

## Related Records Tab



“Click” the **Related Records** folder tab.

Documents created elsewhere in Site Manager that relate to the claim/dispute will appear here.

“Click” the **Close**  button on the toolbar to exit.

## Resolution to a Dispute/Claim

The screenshot shows the AASHTO SiteManager software interface. The main window is titled "Disputes / Claims" and has three tabs: "Description", "Recipients", and "Related Records". The "Description" tab is active. Below the tabs, there is a "Contract ID" field with the value "R-90004". The main form area contains several fields for dispute details:

- Dispute ID:** 1
- Type Ind:** Dispute
- Status:** Resolved
- Subcontr ID:** ODD SHAPE CONCRETE
- Category Type:** Utility
- Estimate Nbr:** 0002
- Requested Days:** 3
- Requested Amt:** \$4,000.00
- Settled Days:**
- Settled Amt:** \$0.00
- Received Date:** 11/08/07
- Logged Date:** 12/14/07
- Diary Start Date:** 10/29/07
- Diary End Date:** 11/08/07
- Contractor Accepted Date:** 12/14/07
- Dept. Resolved Date:** 12/14/07
- FHWA Concurrence Date:** 00/00/00
- Release/Payment Date:** 12/14/07
- Resolution Reason Type:** Resolved at District Level
- Remarks:** This is where you can enter remarks pertaining to this dispute or claim.

At the bottom of the form, there is a table with the following data:

Project Number	Line Item	Item Code	Short Description	Seq Nbr
9620710	0023	610-07486	HMA FOR APPROACHES, TYPE A	1

When a **Dispute/Claim** has been resolved:

“Click” **Status** and change to **Resolved**.

“Enter” the appropriate date in the **Contractor Accepted Date** field.

“Enter” the appropriate date in the **Dept. Resolved Date** field.

“Enter” the appropriate date in the **FHWA Concurrence Date** field if appropriate.

“Enter” the appropriate date in the **Release/Payment Date** field.

## Disputes and Claims

### Exercise A-14-T

#### Group Exercise

This exercise

will demonstrate how to initiate the Claim/Dispute record keeping.

Log into SiteManager as: d90afaul

Password: pass

Log in as PE/S

Navigate from the **Main Panel**:

“Double-Click” on **Contract Administration (+)** icon

“Double-Click” on **Contract Records (+)** icon

“Double-Click” on **Disputes/Claims** icon

“Click” on **Services** located on the Toolbar

“Click” on **Choose Keys**

“Double-Click” on appropriate **Contract ID**: R90003

“Click” on the scroll arrow for the **Type Ind.** box, select: Claim from the drop down menu

“Click” on the scroll arrow for the **Status** box, select: Received from the drop down menu

“Click” on the scroll arrow for the **Category Type** box, select: Differing Site Conditions from the drop down menu

In the **Requested Amt** box, enter: \$ 22,000

In the **Received Date** box, enter; today's date in mm/dd/yy format

In the **Remarks** box, enter: “Poor subsurface encountered to greater extend than indicated in the bidding documents.”

“Click” the **Save** button located on the Toolbar.

“Click” the **Recipients** folder tab

Enter the date information called for in the lower panel

Right “Click” on the **Recipients** box in the lower panel

“Click” on **Search** in the popup menu

“Click” on: Frank Farmer's user id d90ffarm

“Click” the **Save** button located on the Toolbar.

On the Popup dialog box “Click” on the **OK** button

“Click: on the **Description tab** folder tab

“Click” the **Save** button located on the Toolbar.